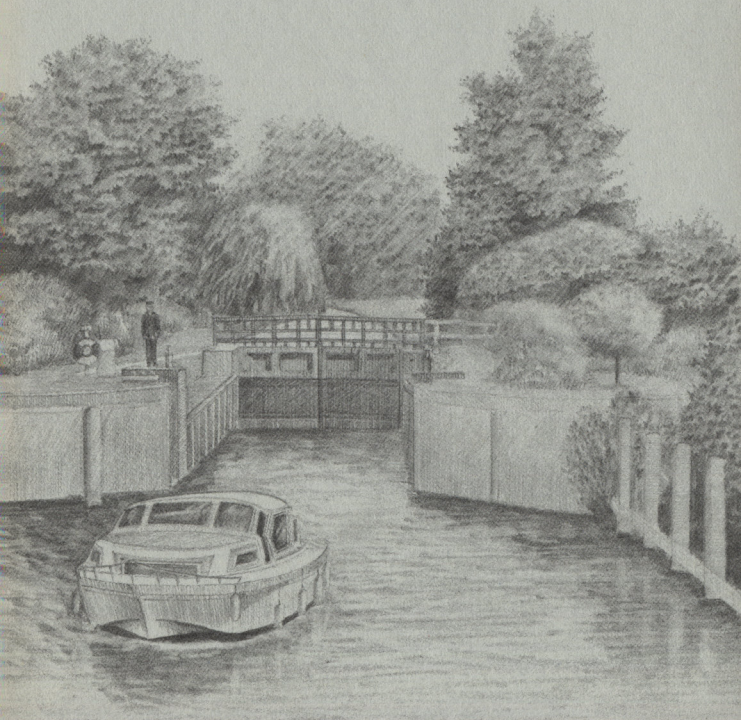
NRA

National Rivers Authority
Thames Region

NAVIGATION LEVELS OF SERVICE



Introduction

The National Rivers Authority is the navigation authority for the River Thames between Teddington Lock and Cricklade. Our Navigation staff provide a wide range of services for river users as well as general management of the river for the whole community. This leaflet aims to give Navigation users a guide to the basic levels of service that you may expect of us.

We shall be measuring our own performance against these standards and look forward to hearing from you to help us do that.

1. Public right of navigation

(a) **We** will maintain a fairway between each lock in each of the following areas so as to permit the navigation of vessels of the following dimensions:–

	Length (m)	Beam (m)	Draught (m)	Air Draught (m)
D/s boundary - Staines Bridge	60	7	2	5.5
Staines Bridge - Windsor Bridge	54	7	1.7	4.3
Windsor Bridge -Reading	37	5	1.3	3.8
Reading Bridge - Folly Bridge (Oxford)	33.5	5	1.2	3.7
Folly Bridge (Oxford) - Lechlade Bridge	30.5	4	.9	2.2
Lechlade Bridge to Cricklade	To suit light outboard craft only			

(b) **We** will maintain the existing 45 locks throughout the Thames to facilitate navigation at all times throughout the year except for necessary planned closures for maintenance.

(c) **We** will respond to and publicise any restrictions to (a) or (b) as appropriate in accordance with the following timescales:

(i) Planned restrictions of less than 4 consecutive hours - 10 days' notice.

(ii) Planned restrictions of more than 4 consecutive hours - 10 weeks' notice.

(iii) Unplanned restrictions: immediate.

2. Water Level Control

We will provide a weir keeping service to control water levels at each lock to within a range of head water levels except, when in extreme river conditions, (i.e. flood or low flow conditions) weirs are either fully open or fully closed. Range per lock: Between -3" and +6" of the headwater mark.

3. Assisted Lock Passage

(a) **We** will provide trained, smart and helpful staff to assist river users through each lock for the periods and times listed in Appendix I.

(b) **We** will seek to provide assistance outside those periods when extraordinary traffic conditions are predicted or present.

4. Legal and Safety

We will investigate and take appropriate action in relation to all identified or perceived offences concerning the Navigation in a fair and even-handed manner and in particular:

(a) **We** will begin legal/debt recovery proceedings within 15 days of the date of a written report relating to the use of an unregistered vessel should that vessel not have been registered in the meantime.

(b) **We** will inspect or reinspect once a registered launch within 14 days of being requested to do so by the owner.

(c) **We** will commence inspection proceedings of any vessel which appears to be in serious contravention of the launch safety standards within the following timescales:

(i) On receipt of a complaint or incident - immediate.

(ii) On receipt of licence information - 7 days.

(d) **We** will inspect 5% of newly registered private launches per annum.

(e) **We** will inspect all launches let or plying for hire once every year.

(f) **We** will contact any person making a complaint regarding any navigation or river pollution offence as soon as is practicable but in any event within two working days of receipt.

(g) **We** will process any application or enquiry regarding accommodation licences within 28 days of receipt.

5. Facilities

(a) **We** will provide, for the navigating public, facilities in accordance with the following minimum criteria and in accordance with those listed in the River Thames Handbook:-

Bulk Water supply: (passenger/hotel/restaurant boats excluded) On average - every 10 miles between 1 April and 31 October. Free of charge.

Sanitary/Sewage Disposal: On average - every 15 miles between 1 April and 31 October. Payment by coin/slot machine.

Dry refuse disposal: On average at alternate locks between 1 April and 31 October. Free of charge. As listed in the River Thames Handbook.

At all other times facilities may be closed for operational reasons but advice can be obtained by contacting the local District Inspector.

Free 24-hour moorings: As listed in the River Thames Handbook.

(b) **In** planning any improvements at sites within our management consideration will be given to the needs of the disabled.

6. Supervision

(a) We will inspect the River by patrol launch and report and/or deal with all relevant issues in accordance with the following minimum criteria:

(i) Inglesham-Oxford - Once per fortnight.

(ii) Oxford-Teddington - Once per week.

(b) We will inspect all major organised river events or activities which by their nature seriously impinge on the normal navigation and will attend those events and activities for such a period as is necessary to ensure optimum benefit to all river users.

(c) We will inspect all areas of foreseen major river and river bank use for such a period as is necessary to ensure optimum benefit to all river users and to uphold reasonably the relevant legislation.

(d) We will respond immediately to the needs of any major incident by launch if practicable or by road where our presence could be productive.

7. Enquiries, Complaints and Commendations

(a) All customer enquiries will be dealt with in accordance with the following timescales and procedures:-

(i) All written enquiries will be acknowledged immediately on receipt.

(ii) All written enquiries will receive a considered response within 28 days.

(iii) A telephone will be manned between the hours of 0900 and 1700 Monday-Friday at 0734 535525. At all other times emergency contact is available at 0734 535000.

A recorded 'Navigation information' service is available at all times at 0734 535520.

(b) We will maintain our lock premises, navigation launches and other plant and equipment to a standard that attracts only commendation.

(c) We will investigate all complaints regarding the quality of our service and give a considered response within 28 days of receipt.

L.D. Jones
Regional General Manager
NRA - Thames Region
January 1992

APPENDIX I

TEDDINGTON LOCK:	24 hours per day throughout the year
MOLESEY-ST. JOHNS: (EXCLUDING BLAKES)	March: 0915 - 1600 (0900 - 1730 Good Friday / Easter Monday inclusive) April: 0900 - 1730) May: 0900 - 1830 June: 0900 - 1900 July: 0900 - 1900 August: 0900 - 1900 Sept: 0900 - 1800 (1830 Saturday/Sunday) Oct: 0900 - 1700

In addition to the above please note the following:

1. During the period November-February assisted lock passage may not be available and lockstaff may be attending more than one site.

   Their hours of duty when available are O915 - 1600 with a break of 1 hour for meals.

2. During the period April-October and Easter, if Easter falls in March, additional staff will be employed to lend assistance and to cover meal breaks in accordance with a published list which will be on display at locks. This list will be reviewed annually in the light of experience.

NRA
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PRINTED ON RECYCLED PAPER NOVEMBER 1992